



INTRODUCTION

Do you dread handling performance discussions? Performance Management starts with setting SMART and meaningful objectives that staff are committed to. Through constructive feedback, coaching and performance discussions, supervisors can support their staff to develop to their best ability. Effective performance management ensures staff are motivated and engaged to achieve high performance. This creates a win-win outcome for staff, management and organisation.

Conducting regular and consistent appraisals can help you keep your employees happy, engaged, and focused. It is human nature to want to succeed. Giving your employees feedback on their positive and negative attributes is part of the pathway to success. A poorly designed appraisal can have the reverse effect. By honing your skills on writing an appraisal using the process of appreciative inquiry and constructive criticism, you can bring the best out in your employees' performance. An excellent appraisal is one which endorses the positive and creative actions of the employee that allows them to excel further. It also allows the employees to be aware of their shortcoming and make beneficial suggestions on what they could do to strengthen these.

In this result-oriented workshop, you will learn how to conduct and write a well-designed appraisal by determining the categories for an annual review and understanding how it affects employee compensation and remarkably improve the overall performance of the employee.

LEARNING OBJECTIVES

By the end of this workshop, participants will be able to:

- ❖ Adopt a holistic framework and positive mindset towards performance management
- ❖ Alignment of organisational performance with individual performance
- ❖ Use behavioural competencies to manage individual and team performance
- ❖ Handle different types of performers
- ❖ Conduct fruitful performance conversations
- ❖ Motivate and engage staff through effective leadership practices
- ❖ Set SMART goals as a strategy for behaviour change

COURSE OUTLINE

- Elements and Key Success Factors of Performance management
- 4 performance quadrants to handling low, average and high performers
- Set SMART targets that support team goals and organisational strategies
- How to give objective and constructive feedback, including performance gaps
- Use competencies and competency matrix for managing individual and team performance
- Use Let's TALK approach to handle challenging feedback sessions
- 5-step approach to conducting appraisal discussions
- Avoid pitfalls in performance assessment, such as halo effect, bias, recency effect
- Apply leadership principles to influencing people to achieve results

To anchor the learning and winning behavior, this is an action-oriented and highly interactive workshop comprising of intensive practices, interactive discussions, skill practice and challenges.



FOR WHOM

Managers, supervisors, team leaders, or any participant who is or will be managing teams or individuals.

ABOUT THE TRAINER

Susan brings with her more than 20 years of working experience in the field of Human Resource Management and Development. Her experience spans across industries like telecommunications, market research, information technology and healthcare. She was in management positions for various organisations and is currently an ICF Certified Coach, Learning Consultant, corporate trainer and facilitator for team leadership retreats.

Having been in the role of a Senior Learning Practitioner with leadership responsibilities, Susan is able to share and impart her knowledge and experience in areas like interviewing skills, performance management and people management. She has conducted numerous training sessions for organisations such as Electrolux, ACNielsen Research, Sanmina-SCI, Singapore Labour Foundation, A-STAR, UTAC, Pacific International Lines, Bausch and Lomb, EMAS, Singapore Aero Engine Services Pte Ltd, Singapore Labour Foundation, Parkway Health, Singapore General Hospital, Singhealth, NTUC First Campus, DTZ, NOV FGS, Kulicke and Soffa, Jurong Port and more.

Her interest lies in leadership, personal and interpersonal development. As a certified facilitator, she has conducted programmes on 7 Habits of Highly Effective People, Leadership Development under Development Dimensions International, Competency-Based Interview, Performance Management and teambuilding retreats. She is also certified as a DISC Behavioural Consultant, NLP Practitioner, EQ Brain Profiler, Enneagram profiling user, ACTA certified and Associate Certified Coach.

As a HR consultant to organisations, Susan has put in place HR processes like performance management, employee engagement, learning and development, recruitment and selection so that organisations can hire, retain and motivate staff more effectively.

Susan holds a Bachelor of Business in Business Administration (Distinction Award) from RMIT University and also a Graduate Diploma in Personnel Management (Bronze Award) from the Singapore Institute of Management.

Her passion lies in being able to contribute to improving the competencies of her participants through interactive sessions. She firmly believes that competent people make a big and positive difference to the organisation